

**California Department of Aging**  
**Long-Term Care Ombudsman Program Narrative**  
**Older Americans Act Titles IIIB and VIIA**

**Program / Element / Component – 30.20**

**Description**

The Office of the State Long-Term Care Ombudsman has oversight responsibility for 35 local Ombudsman programs throughout the State. Approximately 150 paid staff and 980 volunteers advocate on behalf of residents of long-term care (LTC) facilities. These facilities include 1,319 skilled nursing and intermediate care facilities, and 7,849 residential care facilities for the elderly with a combined total of 290,974 LTC care beds in California.

Staff and volunteers of the local programs receive, investigate, and resolve complaints made by or on behalf of, residents of LTC facilities. Local programs work with licensing agencies and law enforcement in the investigation of abuse in facilities. They also provide community education, maintain a regular presence in facilities, advocate to influence public policy related to long-term care, serve as members of interdisciplinary teams within their counties, witness advance health care directives for residents in nursing facilities, and address quality-of-care practices in facilities. State Office responsibilities include: providing technical assistance and evaluating local programs; conducting semi-annual statewide training conferences; acting as liaison with licensing and regulatory agencies; working to influence public policy through legislative bill analyses and promulgation of policies and regulations; acting as a clearinghouse for information and data related to LTC issues; compiling statewide data on the Ombudsman Program; and providing a 24-hour CRISIS line telephone service to receive complaints.

**Benefits**

The Program provides assistance to residents, their friends, families, and the public in the following areas: (1) resolution of quality-of-life and quality-of-care issues while residing in a facility; (2) education about laws and regulations related to LTC; and (3) witnessing advance health care directives and certain property transfers for residents of skilled nursing facilities.

Paid staff and volunteers visit all licensed LTC facilities, providing a regular presence to ensure that the rights of residents are protected.

## Eligibility

<i>Income</i>	No requirements.
<i>Age</i>	All residents of LTC facilities in the State, 60 years and older, are eligible for Ombudsman services. Assistance is also provided to residents under 60 years of age, as time and resources permit.
<i>Other</i>	The Ombudsman Program investigates elder and dependent abuse cases occurring in LTC facilities, adult residential facilities, adult day programs, adult day health care facilities, and other types of community care facilities.

## Access

Ombudsman Program Information and Assistance is available 24 hours a day via the CRISISline at **1-800-231-4024**. Every licensed LTC facility in the State is required to display at least one poster, in an area accessible to residents, advertising this number. Each poster also displays the telephone number of the local LTC Ombudsman Program. Ombudsman services also can be accessed through the statewide toll-free Senior Information Line at **1-800-510-2020** and the California Department of Aging website at [www.aging.ca.gov](http://www.aging.ca.gov).

## Current State Fiscal Year Funding Information (2010-11)

<i>Source</i>	<b>State Operations</b> State General Fund (GF) Federal Older Americans Act (OAA) Title IIIB-Supportive Services – Ombudsman Federal OAA Title VIIA-Ombudsman State Special Deposit Fund (that derives from the Federal Health Facilities Citations Penalties Account)  <b>Local Assistance</b> Federal OAA Title IIIB-Ombudsman Federal OAA Title VIIA-Ombudsman Federal OAA Title VIIB-Elder Abuse Prevention (not all local programs receive this funding) State General Fund (GF) State Special Deposit Fund (that derives from the Federal Health Facilities Citations Penalties Account and the Skilled Nursing Facility Quality and Accountability Fund) Grants, local fund-raising, donations
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<i>Allocation Formula</i>	<p>The Ombudsman Funding Formula is established in the Welfare &amp; Institutions Code 9719.5 for allocations to local Ombudsman programs:</p> <ul style="list-style-type: none"> <li>▪ No less than \$35,000 will be allocated each year except in areas where there are fewer than 10 facilities and fewer than 500 beds.</li> <li>▪ Allocations in areas where there are fewer than 10 facilities and fewer than 500 beds are no less than the base allocation established in the 1986 Budget Act.</li> <li>▪ 50 percent allocated based on number of long-term care facilities in proportion to total facilities in the State.</li> <li>▪ 40 percent allocated based on number of long-term care beds in proportion to total beds in the State.</li> <li>▪ 10 percent allocated based on total square miles in proportion to total square miles in the State.</li> </ul>
<i>Match Requirements</i>	No match required.
<i>Other Funding Information</i>	None.
<i>Funding Cycle</i>	July 1 – June 30